

This is the official newsletter of the NCDOT Leadership & Management Development Association. The opinions presented in this publication are those of the contributors and do not reflect official statements of any state government agency or representative. Its purpose is to inform and encourage the development of management professionals.

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LMDA Hosts Holiday Luncheon



LMDA held its annual holiday luncheon on December 12. Those in attendance enjoyed a great meal and an opportunity to socialize with other members. Jon Nance, the 2007 Manager of the Year Award winner, offered his thoughts to the group on how to be a successful leader.

LMDA also presented three awards during the luncheon. Melvena Sams won the Outstanding Member Award for her dedication to the organization. Demorris Hukins won the Tree Award for all her community service participation both within and outside of LMDA. Beth Smyre won the Most Valuable Board Member Award for her work as Communications Chair. Congratulations to these three deserving winners!

LMDA 2007 Food Drive

LMDA would like to thank all those who helped make the annual Food Drive to benefit the Food Bank of Central and Eastern North Carolina a great success! A total of 596 pounds of food and \$114 in donations were collected. According to the Food Bank, that will provide approximately **982 meals**. That's well over our total donation from 2006!



LMDA Donation at Food Bank of CENC, December 13, 2007



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Activities Bulletin Board

Professional Development- “Correcting Performance Problems”

A professional development workshop entitled “**Correcting Performance Problems**” will be held on January 31 from 8:30- 4:30. This workshop will focus on identifying and correcting performance issues before disciplinary action enters the situation. Faith McMillian, Management Engineer, will facilitate the workshop. Details are on the flyer attached to this newsletter; you can also contact Glenn Dennison for more information. Sign up now- seats are going fast!

CALENDAR

2008		Event	Time	Location	Contact
JANUARY	10	LMDA Board Meeting	12-1pm	401 Oberlin Road, Room 280	Any Board Member
	17	Lunch and Learn: Victim Toolkit for Identity Theft	12-1pm	401 Oberlin Road, Room 280	Cyndy Hummel
	31	Professional Development: Correcting Performance Problems	8:30-4:30	DMV Commissioners Conf. Rm., 2 nd Floor Annex	Glenn Dennison
FEBRUARY	14	LMDA Board Meeting	12-1pm	TBA	Any Board Member
	21	Lunch and Learn: PE/FE Exam Preparation	12-1pm	TBA	Kimberly Hinton

10th Annual CPI Conference

April 16, 2008

Kerr Scott Building- NC State Fairgrounds, Raleigh

Mark your calendar now and plan to attend this exciting event “Celebrating Ten Years of Innovation!”

CPI Applications are due January 31, 2008!

For additional information regarding CPI:

<http://www.ncdot.org/programs/cpi>

Environmental Leadership-

By: Beth Neely

Editor's Note: In 2007-2008, *Management Insight* will regularly feature articles on environmental leadership, noting ways that each of us can help the environment.

Have you ever heard the phrase, "Can't see the forest for the trees?" The phrase is used to describe a person who can't see the overall picture (forest) because he/she is overly concerned with details (trees). It may be used to describe a situation where someone is so overwhelmed by the size of a problem that he/she can't decide how to start solving it.

What does this mean to you as a leader? One role of a leader is to scan the environment (internal and external) for opportunities and threats. To *anticipate* change, and to *plan* for change. Some can only see their day-to-day reality. Others can see the possibilities.

One important change before us is a heightened awareness of the environment and our impact on the environment, in which we work and live.

Whether it's a call for water conservation in the face of North Carolina's continuing drought, or the rising cost of gas and energy, environmental articles are in the news almost daily.

Environmental topics are increasingly beginning to inform and influence public dialog and public policy.

The North Carolina legislature recently passed Senate Bill 668 - *An Act to Promote the Conservation of Energy and Water Use in State, University, and Community College Buildings*. The law includes requirements for lighting systems, water systems, and HVAC systems. (See more information in the December issue of *In the Loop* newsletter).

Here at NCDOT, environmental considerations are part of our new Mission Statement and one of our Core Values:

Mission: Connecting people and places in North Carolina – safely and efficiently with accountability and environmental sensitivity.

Quality: We pursue excellence in delivering our projects, programs, services and initiatives in an environmentally sensitive manner.

What steps can you take to support our new mission and core values?

Educate yourself. As a leader you must understand the nature of change and implications on the overall mission of your unit. What will be expected of your unit? What new skills or practices may be needed? What are other NCDOT units or facilities doing to promote environmental practices?

Plan for change. Take stock of where you are and where you want to be. People respond best when there's a plan, a roadmap. Planning helps us clarify our vision and path. Your plan will be meaningful when it influences the actions and decisions of your employees.

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Lead by example. It starts with you. Make sure that your behaviors are consistent with the principles of our new mission and core values. Incorporate environmentally sensitive practices in your daily work life. Start by making more personal decisions with the environment in mind, (e.g., drive less and bike/walk more; use public transportation; purchase a car with the highest gas mileage available or carpool). Buying environmentally preferable office products is another way you can show your commitment to the environment. Then help increase awareness by spreading the word to your colleagues, teams, bosses, suppliers and customers.

Any organizational change almost always has a ripple effect on employees. The key to effective change is to be *proactive*, rather than reactive.

In an April 15, 2007 New York Times Magazine article, "*The Power of Green*," the author asks, "*What does America need to regain its global stature?*" The answer is environmental leadership.

Make a resolution now to learn more about the environment in which you work and live, look for opportunities, plan for change, and demonstrate personal leadership that will motivate and inspire those around you.

NMA Feature.....From the December 2007 Issue of *NMA Breaktime* (NMA Publication)

Fight Frustration in the Office and Beyond: Tips for Creating Happier, More Productive Days

By Dr. Nancy D. O'Reilly

It doesn't take Monday morning traffic to cause extreme frustration at work. It can even be things as small as a coworker showing up to a meeting late, or a client calling to cancel his latest order, or the coffeepot being empty in the break room.

Unfortunately when you don't handle your anger and frustration in a constructive way, it tends to build up. As your stress levels rise, you tend to be less productive, thus finding it harder to concentrate or multitask. Eventually those high levels of stress can take their toll and lead to burn out. The solution is to manage your frustration and stress properly and quickly so that it doesn't get in the way of a productive workday.

Here are some tips for handling frustrating situations in the office and beyond.

1. Start off with some affirmations to help you get through the frustration. Here are a few affirmations to help you increase your tolerance of stressful situations. Think of these and say them to yourself the next time you find yourself upset.

"In the long run, it is more satisfying to take the more challenging route, than to take the easier and less disciplined approach."

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"I am happiest when I work on long-term, challenging projects in which I work against inertia and take risks."

"While I may have to do many things that are difficult, unpleasant or boring, they are almost never impossible to accomplish."

"In order to achieve pleasant results, I often have to do challenging things."

"Yes, it is a pain to do this now, but I'll be able to accomplish so much more than by waiting to do it later."

2. Follow up with a "workout" that will get you moving – at least your endorphins.

Although it doesn't seem like a typical fitness program, laughing gives your body a great workout and releases endorphins, which can improve your mood, focus and energy. Even though you may not work up an actual sweat or earn a medal in competition, laughing brings great benefits. So, keep a humorous book on your desk, sign up for a daily knock-knock joke, or just find something amusing to think about during the next frustrating situation.

Pump up the oxygen. One of the ways exercise builds energy is by forcing you to breathe deeply. Each in-breath, or "inspiration," brings fresh oxygen into your body. Laughter does the same thing. Notice that you can't laugh long without having to take a breath. Your brain gets fresh oxygen and you feel great. The deep breathing that comes with a good laugh will also force you to relax.

Pump up your muscles. Working out when you feel tense is a tried and true way to relieve stress and tension in your muscles and your mind. Laughing does the same thing with a lot less effort! Notice how your muscles relax after you laugh.

Turn on the neurotransmitters. Scientists suspect that laughing resembles exercise in another positive way. When you exercise, your body produces "Happy Hormones" that make you feel great. Norepinephrine makes you feel energetic, endorphins cheer you up, and serotonin helps you feel less tense. It appears that laughing may release these hormones too.

Make it all part of a game. One of the reasons tribal healers often wear wild outfits and perform entertaining antics is to make people laugh. Ancient wisdom taught that laughter and fun on a regular basis keeps people healthy. Organizations that take time for recreation, games and fun also learn that relieving tension helps groups make better decisions.

3. Sometimes it takes a bigger change to notice a difference. By implementing just a few of the following lifestyle changes, you will be able to reduce stress and frustration levels. Here are some suggestions:

- Research shows that companion animals, like dogs, cats, rabbits, and birds, help people live longer and healthier lives. Health benefits of having a pet include lower blood pressure, decreased stress, reduced bone loss, lowered cholesterol levels, and improved circulation. A companion animal also adds new meaning to the life of a person living alone. The pet offers unconditional love

and commitment to its owner. It can act as a friend, therapist, entertainer, and warm, fuzzy, bundle of joy.

- Take up a hobby or something you enjoy. By trying new things or opening your mind to new experiences, you're bound to find something that resonates with your personality and boosts your confidence.
- Find yourself running out of time? On your list of things to do, cross off something you don't enjoy and let someone else do it (they just might enjoy it).
- Create support systems. Learn to confide in your friends and family members during particularly stressful times. Also look into support groups, meet-ups and social activities that will introduce you to new people and create new friendships. Make an effort to get to know the people you work with; there may be someone at the office you can relate to with more than just office talk.
- Find a place or activity that's stress-free. For some people, walking their dog, going to the park or just being outdoors helps. For others, going to the library or museum can be a stress-reliever. Whatever it is, find that place that allows you to be "you" in a peaceful, stress-free way.
- Help someone else. Become a mentor or volunteer for a community organization. By helping someone else in need, you'll realize your own problems are very small in comparison – plus you'll feel great about the help you can provide!
- Meditate, pray or open your mind to spirituality. Studies have shown that meditation techniques can greatly reduce stress. An added bonus is you can meditate anywhere! In your car, while sitting in traffic, or in the privacy of your office during a lunch break. It only takes a few minutes to silence your mind and find peace. When you take the time to understand and overcome the stress in these frustrating situations, you can really improve your emotional and physical well-being. Not only will you improve your mood and your health, but your productivity and energy will also make the office a better place to be.

Welcome New LMDA Members!

Tereca Batts, Traffic Engineering
Elaine Young, DOT Purchasing
Larry Brodie, DOT Purchasing
Phil Henry, Productivity Services

Special Thanks To:

Amanda (Smith) Good, former Community Involvement Chair. Amanda left NCDOT in December to pursue an opportunity in the private sector. Congratulations on your wedding and your new job! LMDA will miss you!

For more information on LMDA, visit our website:
www.ncdot.org/lmda/



Victim Toolkit for Identity Theft Leadership in Action January 17, 2008



Program Overview: The January 2008 session of the Leadership & Management Development Association will focus on being prepared in our everyday lives. Identity Theft is the fastest growing white-collar crime in the nation. Over half of the US population has had their SSN breached. Approximately 286,000 North Carolinians have their identity misused. For this reason, the Attorney General's office pushed through new legislation that demands more of businesses and changes the way state government looks at private information. Learn what new protections exist to protect your good name.

Ms. Caroline Farmer, Deputy Director in the Office of Attorney General Roy Cooper, NC Department of Justice will be presenting. Ms. Farmer is responsible for the Victims and Citizens Section. Ms. Farmer also oversees the Attorney General's statewide efforts on financial exploitation of older adults, Internet safety for children and other public policy initiatives.

Details

Time: 12:00 – 1:00 pm - Please feel free to leave earlier if you need to make it to another appointment.

Location: 401 Oberlin Road, Room 280. Additional parking is available across the street in the old Balentine's Cafeteria, Cameron Village

Lunch: Boxed Lunches will be ordered from Quiznos, \$5.00 for members and \$7.00 for nonmembers. Please see next page for lunch choices.

Participation Limits: Attendance is limited.

RSVP: E-mail Cyndy Hummel at cdhummel@dot.state.nc.us to confirm your participation. Lunch requests must be received by **noon** on January 15th.

Quiznos

Sandwich Choices:

Classic Italian

Salami, pepperoni, capicola, ham, mozzarella, lettuce, tomato, red onion, black olives, Red Wine Vinaigrette Dressing

Mesquite Chicken

Chicken, cheddar, lettuce, tomato, red onion, Ranch Dressing

Turkey Ranch & Swiss

Turkey, Swiss, lettuce, tomato, red onion, Ranch Dressing

Classic Club

Turkey, ham, cheddar, lettuce, tomato, mayonnaise

Honey Mustard Chicken

Chicken, Swiss, lettuce, tomato, red onion, Honey Mustard Dressing

The Traditional

Roast beef, turkey, ham, cheddar, lettuce, tomato, red onion, black olives, Ranch Dressing

Chip Selections:

Classic Lay's

Harvest Cheddar Sun Chips

Miss Vickies Jalapeño Chips

Boxed Lunch also includes a Chocolate Chip Cookie.



North Carolina Department of Transportation

Leadership & Management Development Association

PROFESSIONAL DEVELOPMENT COURSE

CORRECTING PERFORMANCE PROBLEMS

JANUARY 31, 2008

Who Should Attend? This workshop is designed for current and prospective managers who supervise the performance of other NCDOT employees. The facilitator's extensive experience has enabled a blend of up-to-date tools and techniques with real world situations. Don't miss this opportunity to update your supervisory toolbox.

Workshop Objectives

- To identify types of performance problems and determine the problem's severity.
- To identify the causes of an employee's performance problem through interviewing and appropriate questioning.
- To provide coaching methods to improve an employee's performance.
- To learn how to prepare and conduct constructive feedback sessions and encourage communication.
- To correctly monitor employee performance and conduct follow up meetings with employees.

DATE:	January 31, 2008	COST:	\$55 (Checks payable to NCDOT LMDA) **Supervisory approval needed for reimbursement**
TIME:	8:30am - 4:30pm	FACILITATOR:	Faith McMillian, Management Engineer
LOCATION:	DMV Annex 1100 New Bern Ave Commissioner's 2 nd Floor Conference Rm	ADDITIONAL BENEFITS:	- 25% Discount on next year's membership dues - 6.0 PDH

HOW TO REGISTER

Contact **GLENN DENNISON** no later than **JANUARY 18**, using one of the following methods:

EMAIL: Gdennison@dot.state.nc.us

FAX: 919.733.1194

MAIL: NCDOT LMDA
Attn: Glenn Dennison
P.O. Box 25039
Raleigh, NC 27611-5039

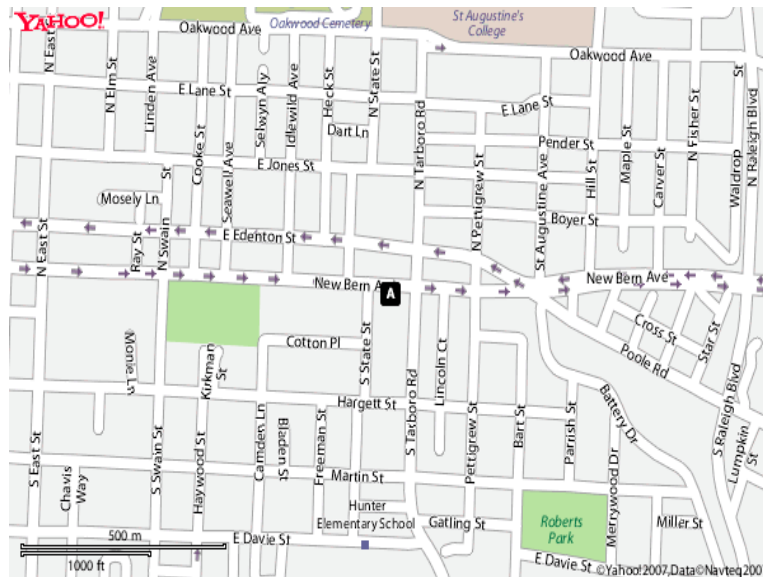
Seats are limited to 24
Refreshments and textbook will be provided

Questions? Contact Glenn Dennison at 733-9513

Note: If needed, the NCDOT Vendor Number for LMDA is 38661

For Additional Professional Development Opportunities Check our Website

www.ncdot.org/lmda



ENROLLMENT FORM FOR CORRECTING PERFORMANCE PROBLEMS, JANUARY 31, 2008			
Name:		NCDOT Personnel Number:	
Dept/Section:		PE Number:	
Address:		Phone:	
City:	ZIP:	Email:	